



25 March 2026

Ref: DOIA-REQ-0028464

M Quicken

Email: fyi-request-33915-e7804a17@requests.fyi.org.nz

Tēnā koe M Quicken

Thank you for your email of 2 March 2026 to the Ministry of Business, Innovation and Employment (MBIE) requesting, under the Official Information Act 1982 (the Act), information about tenancy complaints. For clarity, I will answer each of your questions in turn:

There are two hostels that have undergone change of use from residential to commercial;
1) House of Pirie (38 Pirie Street, Mt Victoria)
2) Wellington Wibes Hostel, formerly House of Tawatawa (112 Quebec Street, Owhiro Bay)

please provide:

A) Investigation reports on the properties compliance including Healthy Homes Standard

Tenancy Services in MBIE has investigated the property located at 38 Pirie Street following a complaint and has decided to close the case due to reasons outlined in the case summary. A copy of the summary is enclosed in this response. Please find attached the documentation relevant to your request. Please note that some information has been withheld under the following sections of the Act:

- section 9(2)(a) to protect the privacy of natural persons, including that of deceased natural persons. I do not consider that the withholding of this information is outweighed by public interest considerations in making the information available.
- section 6(c) that making available of that information would be likely to prejudice the maintenance of the law, including the prevention, investigation and detection of offences, and the right to a fair trial.

We are unable to find any information relating to 112 Quebec Street. As such, this part of your request is refused under section 18(e) of the Act, as the document alleged to contain the information requested does not exist.

B) Number of Residential tenancy Act / boarding house related complaints received past two years

Please refer to the table below.

Calendar Year	Boarding house-related complaints received by Tenancy Services
2024	33
2025	44
2026 (until 28 February 2026)	4
TOTAL	81



c) I would like to have this opportunity to understand whether the MBIE is working to mitigate the risks similar to Loafers lodge without the need for additional legislation.

Boarding house compliance is a priority for the Tenancy Compliance and Investigations Team (TCIT) and the team works with boarding house operators to ensure they are meeting their safety obligations.

we recognise that boarding houses often house groups of people who are more vulnerable to housing exploitation, which is why boarding house compliance is a focus for the Tenancy Compliance and Investigations team. The team undertake both proactive and reactive investigations into boarding house compliance and work with boarding house operators to ensure they are meeting their safety obligations. We also ensure that tenants live in warm, dry and safe homes. The Residential Tenancies Act 1986 outlines requirements for boarding houses to have smoke alarms, meet the healthy homes standards requirements, and maintain the premises in a reasonable state of repair. We are working to ensure that landlords of boarding houses are meeting these standards and non-compliance with these standards will be addressed.

If you wish to discuss any aspect of your request or this response, or if you require any further assistance, please contact OIA@mbie.govt.nz.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at <https://www.ombudsman.parliament.nz/contact-ombudsman> or freephone 0800 802 602.

Nāku noa, nā

A handwritten signature in black ink, appearing to read 'Brett Wilson', with a long horizontal line extending to the right.

Brett Wilson

National Manager Compliance and Investigations
Building & Tenancy